

Spelthorne - Sunbury & Staines Fire Station

Station Plan 2018 - 19

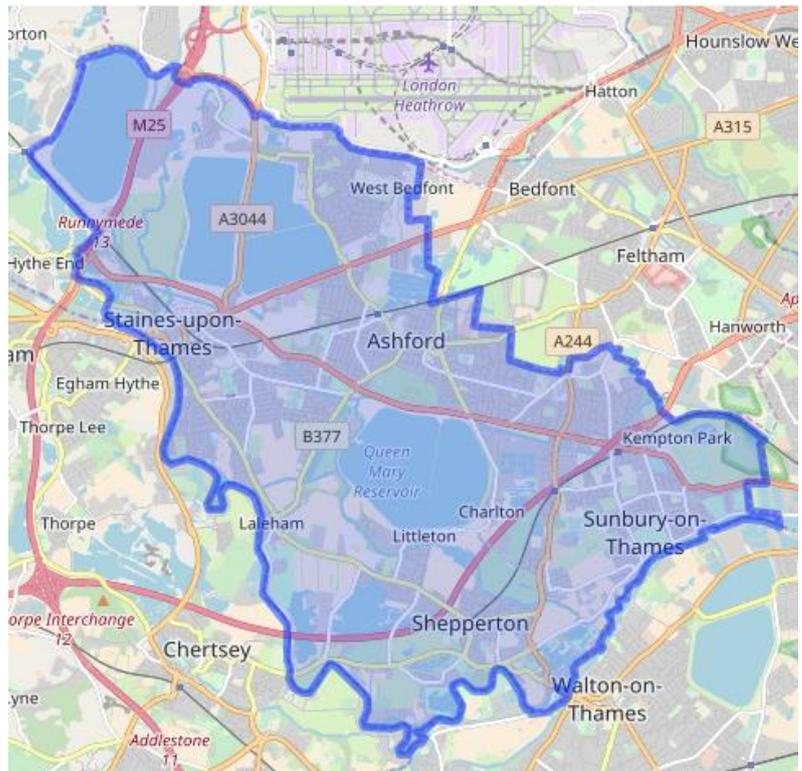


Introduction – Spelthorne- Sunbury & Staines Station Plans

Welcome to Surrey Fire and Rescue Services' Station Plan for Spelthorne's Fire Stations, places in the borough include Staines, Shepperton, Sunbury, Stanwell and Laleham.

As part of our commitment to delivering protection and prevention services to Surrey, Surrey Fire and Rescue Service produces tailored station plans to show what our local priorities are and how we are working with other agencies in the area to improve the local quality of life. In order to do this we set specific goals/benchmarks in each area to address the issues particularly relevant to that area.

The Station Plan is a public document and is available to everybody - for our staff, it gives clear direction in setting annual priorities and projects. For the public, it gives a clear indication of what we will be focusing on in the local area and what we aim to achieve as a result. It allows us to address risks at a local level, putting the right resources into the right areas to ensure we reduce the risks faced by everybody in that borough. It also enables us to work with other agencies such as the police and health services to ensure that, where a local trend cannot be resolved by one service alone, we work together to achieve improved outcomes for the community.



Surrey Fire and Rescue Service also recognises that, in order to achieve our strategic aims and objectives, we must have a risk managed and diverse approach, tailored to local needs, that is affordable and provides value for money.

The Station Plan supports both the principal aim of the Service (as detailed in our Public Safety Plan) to deliver high performing services necessary to keep our communities safe in the modern world whilst improving the value for money we offer as the financial climate public services find themselves in continues to tighten.

The County of Surrey

Geography

Surrey is approximately 648 sq miles (1,679 sq km) in size. It is landlocked and has no coastline. Surrey is bordered by the counties of Greater London, Kent, East Sussex, West Sussex, Hampshire, and Berkshire.

Population

According to the last census (2011) the population of Surrey was 1.13 million; recent estimates state that this has grown to 1.17m. The county rates highly in environmental terms. Surrey is England's most wooded county and over 70% of its land lies within the greenbelt. However, per square mile, it is the most densely populated shire county in England. The most densely populated area is Epsom & Ewell, with an average population of over 20 people per hectare of land.

Transport

Surrey is served by two of the world's largest international airports on its borders, Gatwick and Heathrow. Most major towns in Surrey have connections by rail to central London with a frequency of under one hour.

The county has more cars per mile of road than any other UK shire, containing some of the country's busiest arterial routes such as the M3, A3, M25 and M23. There are more than 3,000 miles of highway in the county, including almost 70 miles of motorway.

Employment

The main employment is concentrated in the central towns of Guildford and Woking, to the west in Camberley and Staines and to the East in Leatherhead, Dorking and Reigate. Employment levels are very high, although the county's commercial premises have varying levels of occupancy. The unemployment figure remains under 1%.

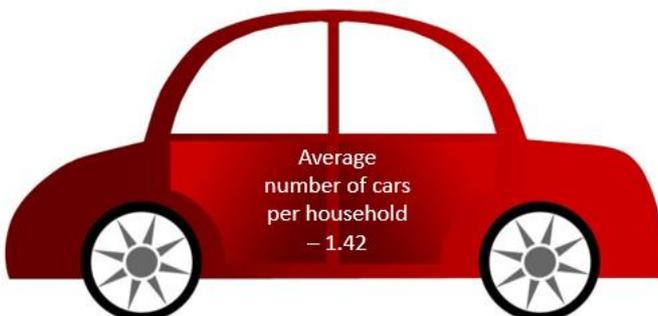
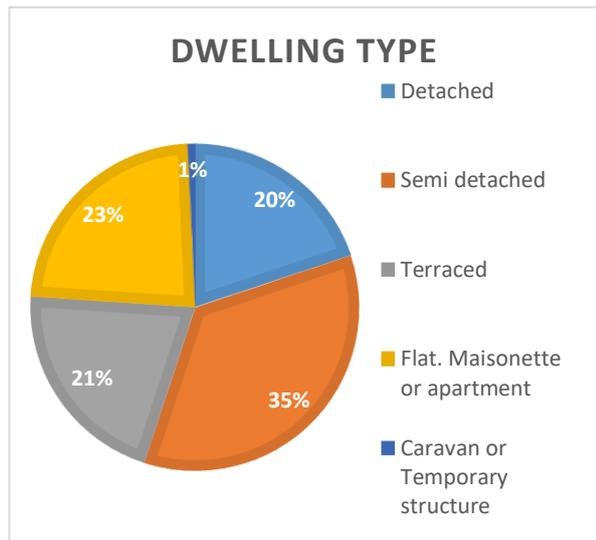
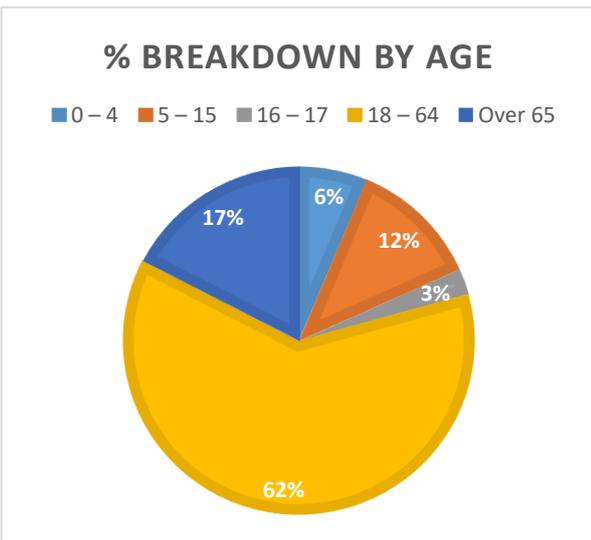
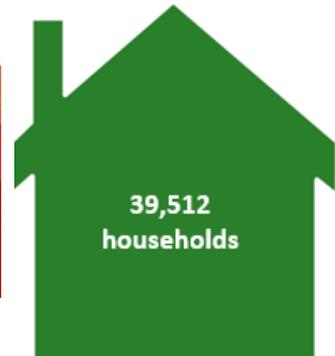
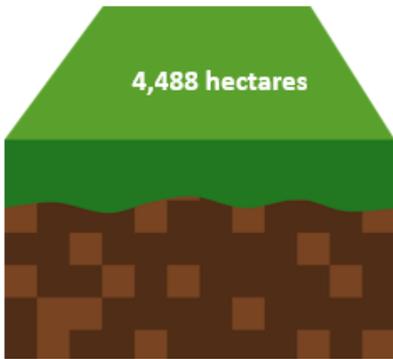
Education

There are approximately 272,800 children and young people aged 0 to 19 in the county. There are over 386 schools in Surrey and education is Surrey County Council's single biggest area of expenditure. The county has three established Universities: Surrey, Royal Holloway and the University of Creative Art. Together these universities have over 21,000 undergraduate and postgraduate students.

Politics

The county is run by a two-tier system comprising the County Council and 11 district/borough councils. The political composition of Surrey County Council is currently: 61 Conservative, 9 Liberal Democrats, 9 Residents' Associations/Independents, 1 Labour and 1 Green. There are 81 county councillors in total.

Living in Spelthorne



Summary of incidents attended, activities undertaken and standards met by Staines 2017/18

Performance Area	Result
Safety Activities Undertaken	
Safe and Well Visits completed (home safety)	161
Percentage Safe and Well Visits Completed to vulnerable people	76
Initial Premises Surveys & Operational Premises Surveys (business safety)	106
Incidents Attended	
BVPI 142ii: No. of calls to fires attended - Primary Fires	94
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	29
BVPI 144: Percentage of accidental dwelling fires confined to room of origin	93
BVPI 146ii: Number of calls to malicious false alarms attended	11
BVPI 149i: Number of false alarms caused by automatic fire detection	79
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	71
BVPI 206ii + 206iv: Number of deliberate fires in vehicles	8
BVPI 207 Number of fires in non-domestic properties	25
BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted	38
Standards Achieved	
Average turnout time as first appliance to critical incidents - wholetime (hh:mm:ss)	00:01:04
Average percentage response standard met at incidents by station appliances - first pump in attendance	92
Organisational Health	
Number of workplace safety events	5
Number of vehicle collisions due to driver behaviour	2
Percentage of safety events where management action has been completed within 7 days	100
Attendance management - shifts lost per person WT	9.5

Summary of incidents attended, activities undertaken and standards met by Sunbury 2017/18

Performance Area	Result
Safety Activities Undertaken	
Safe and Well Visits completed (home safety)	137
Percentage Safe and Well Visits Completed to vulnerable people	83
Initial Premises Surveys & Operational Premises Surveys (business safety)	60
Incidents Attended	
BVPI 142ii: No. of calls to fires attended - Primary Fires	47
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	21
BVPI 144: Percentage of accidental dwelling fires confined to room of origin	86
BVPI 146ii: Number of calls to malicious false alarms attended	2
BVPI 149i: Number of false alarms caused by automatic fire detection	27
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	14
BVPI 206ii + 206iv: Number of deliberate fires in vehicles	7
BVPI 207 Number of fires in non-domestic properties	3
BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted	17
Standards Achieved	
Average turnout time as first appliance to critical incidents - wholetime (hh:mm:ss)	00:01:10
Average percentage response standard met at incidents by station appliances - first pump in attendance	86
Organisational Health	
Number of workplace safety events	4
Number of vehicle collisions due to driver behaviour	1
Percentage of safety events where management action has been completed within 7 days	100
Attendance management - shifts lost per person WT	7.8

Community Safety

The Fire Service sets out in its Station Plan the community safety initiatives that it feels will reduce risk in the community and make Spelthorne a safer place in which to live and work. To promote understanding of these initiatives and allow partners to become involved in them where applicable a short précis of each is provided in the following paragraphs.

The service continues to educate the public through community safety campaigns and the Safe and Well Visit (which replaced the previous Home Fire Safety Visits) initiative, to drive down the numbers of accidental dwelling fires and road traffic collisions (RTCs). Our Safe and Well Visit is designed to cover fire safety, road safety, environment safety and by using the One Stop Surrey referral process, cover a range of health and social issues that support independent living. The service also supplies a range of equipment, including smoke alarms, hard of hearing alarms, fire retardant bedding and advises on Telecare alarms and sprinklers. SFRS continues to work with the Surrey Health and Wellbeing Board members, such as Adult Social Care, the NHS, public health and Age UK Surrey, to develop the content of Safe and Well Visits to reduce risk to the elderly.

The service has an important part to play in improving the life chances for young people. It works with partners in a number of different areas including the county's Youth Justice Service and the Educational Welfare Service who identify young people considered at risk of falling out of education and/or becoming involved in anti-social behaviour and crime. SFRS co-developed and deliver the Youth Engagement Scheme to give these young people the opportunity to develop practical and social skills through a number of different activities.

Further examples of other effective prevention activities include:

- Keeping YOU safe from Fire (high risk vulnerable people)
- Dementia Awareness
- One Stop Surrey
- Fire safety education in schools
- Road Safety (Drive SMART and Safe Drive Stay Alive)
- Water safety
- Youth Engagement Scheme (YES)
- FireWise (juvenile fire setters)
- Safeguarding Vulnerable People
- Arson reduction
- Ride It Right
- Biker Down

There is still more that can be done. There is opportunity for SFRS to tap into and support wider prevention and protection agendas across the other council services, such as Adult Social Care, to best utilise the service's skills, knowledge and experience for the greater benefit of communities.

Sunbury & Staines Fire Station Action Plan

Action Plan 2018/19

Priority Area	Activity	Lead Officer
Employee centred people performance	Targeted work to have the right people, with the right skills at the right time.	Borough Commander
Narrative	Project	Leads
Maintenance of staff competencies	A Training Needs Analysis (TNA), will be completed on an annual basis for the Station personnel. All new personnel joining the station will be required to ensure that they appraise themselves with the individual nature of our local station resources and borough risks. All staff will ensure that Maintenance of Competence (MOC) are kept up to date and all relevant training will be completed and recorded in the appropriate time.	All Watch Commanders
<p>A high performing, modern and professional workforce.</p> <p>Managers who demonstrate outstanding leadership based on competence, integrity, consistency and benevolence.</p> <p>Staff with the right technical and non-technical skills to support community risk reduction education, protection advice and the delivery of response and national assets into the incident ground.</p>	<p>All operational personnel will required to complete an annual fitness test with appropriate support provided by Occupational Health.</p> <p>All personnel will attend a 3 year medical</p> <p>All station-based personnel will receive an appraisal, as per the Performance Management Framework (PMF), which will not only reflect the delivery of the Spelthorne Station Plan but also individually assigned objectives along with their own development and MOC needs.</p> <p>A mid-year appraisal review will be carried out, assessing performance against set Goals. All personnel will be supported and made available to attend planned, centrally delivered and where appropriate, station based training. All station-based personnel will maintain their core skills (BA, FBT, RTC, W@H) including IECR, EFAD (where appropriate) and additional skills in support of national assets located at Dorking through a station-based assessment process. All staff will complete the relevant e learning packages within the required timescales.</p>	

Priority Area	Activity	Lead Officer
Ensuring the service is in the right place to respond when needed.	Provide a suitable response as efficiently and effectively as possible, maximising the preservation of life, property and the environment.	Borough Commander
Narrative	Project	Leads
By focusing on response and getting that right, the service can save lives, relieve suffering and protect the environment and property, and this work has been seen in how the service performs against national response data and the Surrey Response Standard. As the service develops and works more with other emergency service partners to serve communities, its role is expanding and it is crucial that the service responds quickly, safely and effectively.	<p>The Service will support a shift based system with agreed crewing levels that allows for assets to be available when required. All resources will be maintained and in a state of readiness to respond safely and effectively, attending incidents within the shortest of timescales, meeting the Surrey Response Standard</p> <p>To maintain a water response capability (equipment and skills) capable of responding to flooding and water rescue throughout the county. To enhance potential benefit we will also work with partners i.e. Surrey Search and Rescue, Surrey police and SECamb to ensure a common, effective approach is supported.</p> <p>Firewatch will be maintained and up to date at all times by appropriate authorised personnel. All duties, leave (including exchange duties, Additional Duty Rota's etc.) and Overtime will be accounted for and managed in accordance of service procedures.</p> <p>Welfare including absence will be monitored by line managers and the appropriate level of welfare support provided to aid recovery allowing the individual to return to work and operational duties.</p> <p>Every effort will made to aid the achievement of the service Corporate Target of no more than 6 shifts lost (as a result of short term and long term sickness combined) per funded post, is met.</p>	All Watch Commanders

Priority Area	Activity	Lead Officer
Enhance integration and meaningful collaboration with other services.	Work with partner organisations to assist in responding to an increased demand for services.	Borough Commander
Narrative	Project	Leads

<p>Provide detailed examples of where at a local level how the service supports collaboration and works closer with partner agencies to improve community safety, and add public value.</p>	<p>Due to the water risk within Spelthorne and Surrey, we will carry out training and exercises with Surrey Search and Rescue Water Rescue and Drone teams in support of a service MOU ensuring a cohesive partnership with improved potential of saving life</p> <p>SFRS will be represented at local partnership meetings, including Safer Spelthorne Partnership and local Joint Action Groups, and will share in concerns of area or individuals for which the partnership may assist.</p> <p>To explore with Surrey Police the level of water safety, water incident awareness to identify areas of improvement for teams working together during water incidents.</p> <p>We will work with partners, including Spelthorne borough, RNLI to support national campaigns. To include 'Respect the Water', a tri borough initiative with Runnymede and Elmbridge aimed at improving water awareness and reduce water fatalities.</p> <p>To maintain appropriate skills and equipment to allow Surrey to continue to support the NRAT National Asset register with a Type B water Rescue team.</p> <p>Refer to other agencies using the 'one stop shop' and vulnerable persons referral process to recognise and meet the social needs of the community other than fire safety</p>	<p>All Watch Commanders</p>
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Priority Area	Activity	Lead Officer
<p>Reduction in number and severity of Accidental Dwelling Fires</p>	<p>Targeted community safety work to reduce the risk in people's homes and limit the impacts of fire on the community.</p>	<p>Borough Commander</p>
Narrative	Project	Leads
<p>Whilst ownership of smoke alarms is relatively high in Surrey, this ownership does not fall evenly throughout the community. Free Safe and Well Visits (SAWV) checks</p>	<p>Identify likely areas of low smoke alarm ownership using historical incident data and information from partners.</p>	<p>WC Blue watch</p>

<p>provide an opportunity for fire service personnel to visit residents within the borough of Spelthorne. Our targeted campaigns will ensure that we visit the most vulnerable members of the community to ensure the risk of fire is reduced and that they are safe in their homes.</p>	<p>Prepare and conduct targeted campaigns with Fire safety literature and SAWV, using support from Volunteer Services.</p> <p>Monitor incident data to identify issues and trends.</p> <p>Seek to access known vulnerable groups in the community to offer SAWV Work with partners to offer 'one stop shop' service Spelthorne fire crews will support the National Fire Safety campaigns as listed below.</p> <p>Vulnerable Adult campaign - 1st Feb – 31st May Fire safety Outdoor campaign – 1st June – 30th Sept Fire Safety in the home campaign – 1st Oct – 31st Jan .</p>	
<p>Wherever possible we will develop meaningful partnerships that enable us to reach, educate, improve the safety and welfare and increase smoke alarm ownership amongst those members of our community whom ourselves or our partners consider to be at a higher risk.</p>	<p>Continue to receive and act upon data provided from O2 providers and referrals received via MASH</p> <p>Work with Community JET (Joint Enforcement Team) in partnership and share information in the interests of the community.</p> <p>Seek new opportunities to work with partners within high risk groups</p>	<p>All watch commanders</p>

Priority Area	Activity	Lead Officer
<p>Reduction in number of Road Traffic Collisions</p>	<p>Targeted work to reduce the number and risk of road traffic collisions and the number of associated injuries.</p>	<p>Borough Commander</p>
Narrative	Project	Leads
<p>The people of Surrey are more likely to be killed or injured on our roads than they are from any involvement with fire. Surrey Fire and Rescue can help reduce RTC's through targeted education, response and prevention work.</p>	<p>Monitor local incident data regularly. Identify and report on any trends via partners, JET and Surrey Police</p> <p>Support Partner led campaign aimed at RTC reduction and road safety</p> <p>We will use open days and public event to promote RTC reduction</p>	<p>WC Red watch</p>

Supporting National and Service campaigns and developing local initiatives with our partners will help raise awareness and reduce the numbers and impacts of RTC's.	Support and promote Safe Drive Stay Alive and national campaign using material available. Seek opportunities to run suitable initiatives eg: Life Cut - aimed at key age groups (17 yrs+)	
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Priority Area	Activity	Lead Officer
Reduction in number of Unwanted Calls	Targeted work to reduce the number of false alarm calls. This includes both automatic fire alarm and hoax calls.	Borough Commander
Narrative	Project	Leads
<p>The vast majority of calls to automatic fire alarms are statistically proven not to require an emergency response. Steam, cooking, fumes, deliberate misuse of the system or poor design together with a lack of maintenance are often causes of these false alarms.</p> <p>These calls take the front line fire appliances away from more essential work and can have a negative effect on local business continuity. Unnecessary activations can also lead to complacency amongst occupants of the premises.</p>	<p>Spelthorne will drive forward service objectives of reducing unwanted calls. Using incident data and historical data analysis to identify and investigate premises with high number of false alarms.</p> <p>Work with responsible persons and Fire Safety with the aim to advice reduce/prevent unwanted calls.</p> <p>We will Direct business personnel to the Surrey Fire and Rescue Service Business Fire Safety website for advice directly relating to unwanted fire signals.</p> <p>A message relating to unwanted fire signals will be part of the educating and informing when carrying out Thematic Audits to local businesses.</p> <p>The BC will continually monitor the amount of unwanted fire calls attended and with support from the Business Fire Safety team, produce a suitable action plan for repeat offenders.</p>	WC Red Watch

Priority Area	Activity	Lead Officer
Reduction in deliberate fires	Targeted work to reduce the number of deliberately set fires	Borough Commander

Narrative	Project	Leads
<p>Deliberately set fires are an indication of anti-social behaviour. They lead to injury or loss of life, close down businesses, damage the environment and often cause the unnecessary loss of community amenities.</p>	<p>Use Current and historical data analysis to identify issues and trends.</p> <p>Work with partners, Surrey Police and local teams (JET) to form a community approach to reduce deliberate fires.</p> <p>Support local neighbourhood events, neighbourhood watches to raise awareness of actions to reduce or prevent arson.</p> <p>Conduct community patrols to give advice to business owners on steps to prevent arson.</p> <p>When carrying out visits, crews will ensure property owners are aware of any risk of arson and advice on possible step to reduce or eliminate.</p> <p>To identify derelict or unoccupied building and liaise with the appropriate persons to reduce the risk of arson.</p>	<p>Watch Commander Green watch</p>
<p>We want to reduce the deliberate car fires that are a continuing problem. Car fires are a result of theft of vehicles, anti-social behaviour and deliberate act.</p>	<p>We will work with the borough partners to reduce opportunities for deliberate vehicle fires by removing abandoned vehicles, and abstracting access to areas used for vehicle fires.</p> <p>Liaise with Police and PCSO's, including JET as above, reporting vehicle fires and any trends with anti-social behaviour.</p> <p>Support and Seek assistance from SFRS Fire Investigation officers where appropriate.</p> <p>We will support service intervention schemes such as Firewise with the aim of educating and improving awareness of risks associated with fire.</p>	

Priority Area	Activity	Lead Officer
<p>Community Risk Reduction</p>	<p>Targeted work to meet community needs and deliver a risk based fire safety inspection programme</p>	
Narrative	Project	Leads

An important part of reducing risk to both our personnel and the community is by ensuring all our information is up to date and by enforcing statutory fire safety requirements.	The station will support the Service goals by ensuring that it visits, gathers and records the appropriate amount of information to keep crews safe under the 72d SSI requirements. Whenever crews attend incidents at a premises they have not been too they will carry out an IPS, leading to an OPS if required. The station will also inspect the required amount of premises under the Fire Safety Order 2005 providing reassurance to local business by identifying any areas of deficiencies and educating and informing them where required	WC White Watch
We will provide targeted education and youth engagement activities to ensure that both the risk in and anti-social behaviour that affects the community are reduced	The station will actively encourage youth visits on and off station. They will also continue to support school activities if appropriate. Any areas or groups that are highlighted by the community safety groups the station will endeavour to access these groups to educate and inform the local area. If there are any particular requirements for special skills the station will inform and refer the individuals to the relevant team in SFRS Support and raise awareness of SFRS Youth Engagement Scheme (YES) courses and encourage referrals from the Borough where criteria appropriate. Support local junior citizen's event to deliver fire safety messages.	All watch commanders

<i>Status</i>	<i>Description</i>
Red	The measure has not achieved its target by a margin greater than 10%.
Amber	The target has almost been reached – this is defined as being within 5% of the agreed target. Robust actions are in place to bring performance back on track.
Green	The measure has achieved its target OR the measure is on track to achieve its target.

Quarter 1 – Performance Monitoring

Area to measure performance against	Station Goal (by annum)	YTD Total	RAG Status (based upon YTD forecast against annual Goal)
SAWV completed	335	110 (complete/submitted for audit)	On target
SAWV declined	Count	1	
% SAWV Completed to vulnerable people	60%	78%	On target
IPS & OPS Surveys	172	53	On target
BVPI 142ii: No. of calls to fires attended - Primary Fires	109	26	On target
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	59	11	On target
BVPI 143iii: Number of injuries (excluding precautionary checks) arising from accidental fires in dwellings = <i>Service level only</i>	Not to exceed 40	0 in Spelthorne	On target
BVPI 144: Percentage of accidental dwelling fires confined to room of origin = <i>Service level only</i>	91%	82%	Within 5%
BVPI 149i: Number of false alarms caused by automatic fire detection	107	18	On target to reduce
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	68	10	On target to reduce
BVPI 207 Number of fires in non-domestic properties	25	2	On target to reduce
BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted = <i>Service level only</i>	Not to exceed 25%	36% Spelthorne	Not within 10%
Avg. Turnout time whole-time = <i>Service level only</i>	00:02:00	00:01:08	On target
Avg. Turnout time on call = <i>Service level only</i>	00:06:00	Not applicable	
Number of workplace safety events	10	3 in Spelthorne	On target
Number of vehicle collisions due to driver behaviour = <i>Service level only</i>	50	10 service wide	
Percentage of safety events where management action has been completed within 14/28 days = <i>Service level only</i>	95%	94%	Within 5%
Attendance management - shifts lost per person WT	6.5 shifts lost max	1.1	On target
Station Open Day	1 per station	1 at new station	
Thematic Audits by station based personnel	142	12	
Fitness tests completed	95%		
Fitness tests passed	95%		
3 yearly medicals in date	90%		
Operationally fit 'In ticket' training activity	90%		

Commentary (provided by AGC responsible for station ground to comment on performance in each area)

SAWV – Low number of visits issued via central team from Oxygen data – Station personnel have campaigned to generate more SAWV in vulnerable households.

14 Hotstrikes following incidents

AGC Hartwell and WC Wookey attempting to generate links with A2 Dominion who are major housing Association provider in the Borough.

BVP 144 - % of accidental dwelling fires confined to room of origin – Spelthorne achieved 82% which is 9 of 11 incidents. This is difficult to change as ability to stop spread of a fire is impacted by many variables outside SFRS control – turnout times are well within parameters therefore appliances are getting to incidents in good time. (Of 111 *turnouts* 101 within required time = 91% and of 111 incidents 94 of them appliance *response* time was within 10 minutes)

BVP 209iii – dwelling fires in properties without smoke alarm – 4 of 11 incidents – SAWV was offered and smoke alarms fitted following the incident where appropriate. Blue watch lead on analysis of historical data from last year to identify areas of Borough which have low smoke alarm ownership to organise and run SAWV campaigns in the future.

Thematic audits are done as issued by central Fire safety teams. Many of premises which were issued have been non-Spelthorne Addresses and replacement visits have not always been issued by the central team.

Q1 Deliberate secondary fires excluding vehicles = 27 Deliberate fires in vehicles = 3. Comparatively last year's final totals were 85 and 15 respectively – this indicates deliberate fire activity is potentially increasing, AGC Hartwell is working with Spelthorne JAG and partners to identify trends and partake in initiatives to reduce deliberate fire setting behaviours. These incidents are monitored on a monthly basis and trends shared via JAG to work in partnership to resolve.

It is worthy to note that all 3 deliberate vehicle fires this quarter are mopeds/motorbikes, assumed stolen, dumped and set alight. SFRS will carefully plot the incident, take note of any VIN or registration and report to the police, a FIO is requested and will attend where suitable and available. Green watch are responsible for analysing incident data to identify trends and problem areas, AGC Hartwell shares this information with Surrey police and partners via Spelthorne JAG.

Heathrow Tri Liason training undertaken for all 4 watches alongside LFB and Egham Fire station personnel at Heathrow airport

Operation 'Porpoise' – Sunbury boat crews took part in this multi agency training exercise
3 x further water safety campaign events were attended in Q1 to raise awareness for 'Respect the Water' (more planned for summer months)
Several targeted leaflet drops and numerous visits on and off station for youth groups, schools and junior citizen events.
Open day this year will be incorporated into the official opening of Fordbridge.

Quarter 2 – Performance Monitoring

Area to measure performance against	Station Goal (by annum)	YTD Total	RAG Status (based upon YTD forecast against annual Goal)
SAWV completed	335	256	On target
SAWV declined	Count	7	
% SAWV Completed to vulnerable people	60%	80%	On target
IPS & OPS Surveys	172	81	Within 5%
BVPI 142ii: No. of calls to fires attended - Primary Fires	109	45	On target
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	59	18	On target
BVPI 143ii: Number of injuries (excluding precautionary checks) arising from accidental fires in dwellings = <i>Service level only</i>	Not to exceed 40	1	On target
BVPI 144: Percentage of accidental dwelling fires confined to room of origin = <i>Service level only</i>	91%	78%	Not within 10%
BVPI 149i: Number of false alarms caused by automatic fire detection	107	33	On target
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	68	28	On target
BVPI 207 Number of fires in non-domestic properties	25	3	On target
BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted = <i>Service level only</i>	Not to exceed 25%	37%	Not within 10%
Avg. Turnout time whole-time = <i>Service level only</i>	00:02:00	00:01:13	On target
Avg. Turnout time on call = <i>Service level only</i>	00:06:00		Not applicable
Number of workplace safety events	10	9	On target
Number of vehicle collisions due to driver behaviour = <i>Service level only</i>	50	0	On target
Percentage of safety events where management action has been completed within 14/28 days = <i>Service level only</i>	95%	78%	Not within 10%
Attendance management - shifts lost per person WT	6.5 shifts lost max	3.1	On target
Station Open Day	1 per station	TBC	TBC
Thematic Audits by station based personnel	142	33	Not within 10%
Fitness tests completed	95%	75%	Not within 10%
Fitness tests passed	95%	75%	Not within 10%
3 yearly medicals in date	90%		
Operationally fit 'In ticket' training activity	90%		On target

Commentary (provided by AGC responsible for station ground to comment on performance in each area)

July 2018 - ASB events attended supported by SFVS at Sunbury cross to generate SAWV in vulnerable groups, steady flow of Summer CFS events where SAWV are publicised.

5 Hotstrikes following dwelling fires.

5 Water safety campaign events including Wolsey Regatta.

4 visits to youth groups/schools

5 Community fire safety awareness visits to vulnerable adults.

1 Heathrow Tri – liaison training event

BVPI 209III: % of accidental fires attended in dwellings in which no smoke alarm was fitted – comparing Q1 with Q2.

- Q1 had 12 dwelling fires of which 5 had no alarm
- Q2 had 7 dwelling fires of which 2 had no alarm

Current total incidents is 19 (well below expected target) of which 7 had no alarm = 37%. This is outside the target, however these are comparatively small numbers.

The addresses of those incidents where no smoke alarm was present have been interrogated to identify trends in areas, and SAWV campaigns planned.

At each incident where situation is appropriate a SAWV is offered to the household, and a Hotstrike performed in the immediate residential area.

SAWV campaigns will be run in the following areas:

Commercial Rd, Staines

Whitely close, Stanwell

BVP 144 - % of accidental dwelling fires confined to room of origin – comparing Q1 with Q2

- Q1 had 12 fires of which 10 were confined to room of origin
- Q2 had 6 fires of which 4 were confined to room of origin

Current total incidents is 18 (well below expected target) of which 14 have been confined to room of origin = 78%

This equates to 4 incidents at properties where the fire spread beyond the room of origin, which are again low numbers.

This is difficult to change as ability of a fire to spread is impacted by many variables outside SFRS control, building construction, room integrity and time of fire discovery and initial call for example.

Turnout times are well within parameters therefore appliances are getting to incidents in good time.

- Of 115 *turnouts* 103 within required time = 90%

- Of 115 incidents 106 of them appliance *response* time was within 10 minutes)
- Spelthorne average total incident response time is 10.42 at end of quarter 2 (decimal minutes)

BVPI 206iii BVPI206ii and BVPI 206iv - Concerns over deliberate fires within Spelthorne expressed in Q1 report:

- Q 1 - Deliberate secondary fires excluding vehicles = 27 Deliberate fires in vehicles = 3
- Q2 - Deliberate secondary fires excluding vehicles – 1 Deliberate fires in vehicles = 2

There was a definite spike in Quarter 1 activity in this area, this was indirect relation to ASB and crime in the area of Stanwell. SFRS is working with Surrey Police and LA to report and identify incidents of this nature to correlate trends and data to assist Surrey Police in their investigations. The figures indicate that this partnership working may be having a positive effect. This will continue to be monitored going into the winter.

Thematic Audits: since central records were commenced in June

A handful were issued in April or May and from June to September **64** premises were issued for Thematic Audit (8 per station per month)

Total completed at Q2 end for Spelthorne is **32**

Of those remaining – **23 premises were contacted or visited by crews and the premises was identified as unsuitable due to any of the following:**

- Not within the Spelthorne area covered
- Demolished or empty
- Private dwelling

Further 12 premises remain in progress

BVP 207 Fires in non-domestic premises:

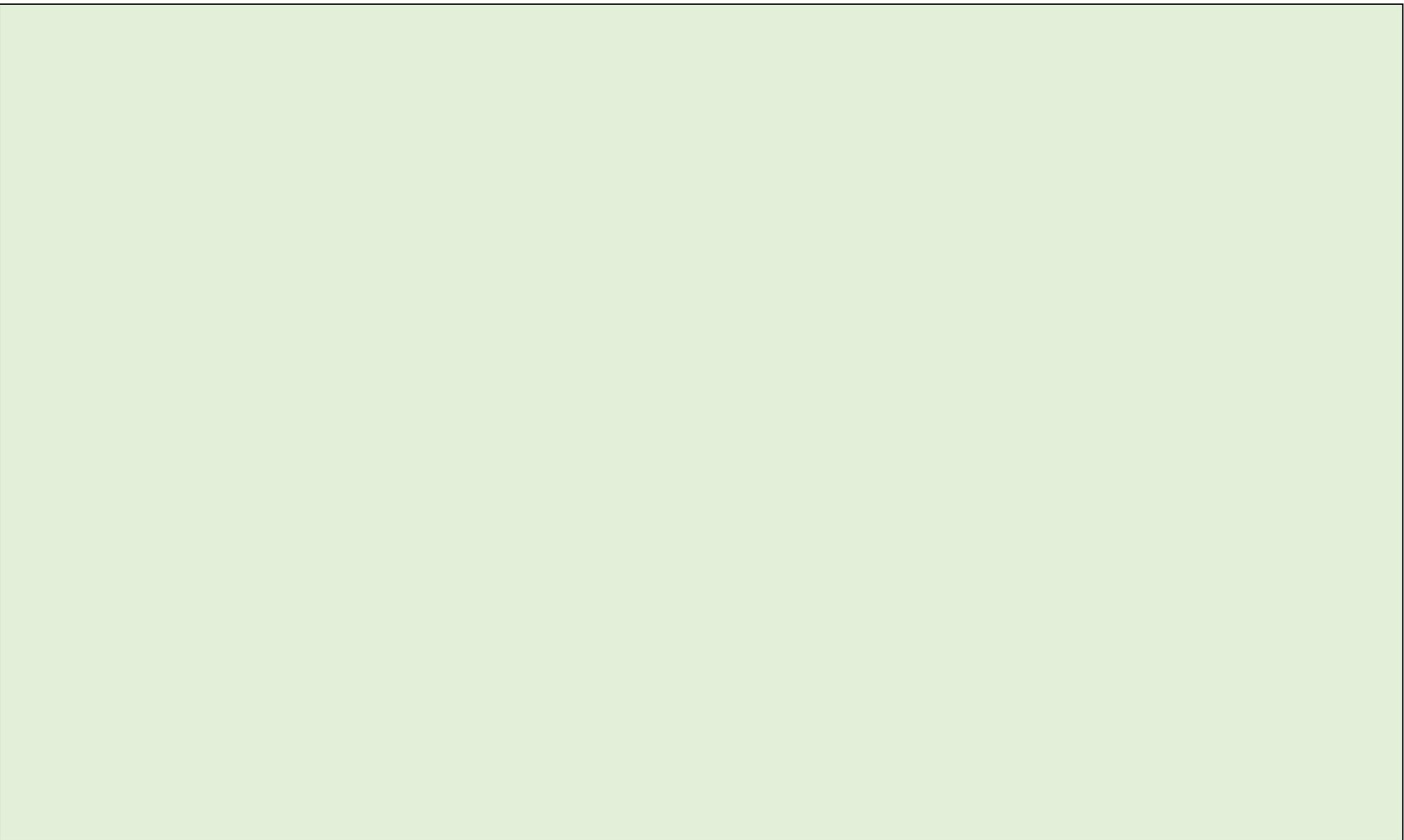
It is worthy to note the low number in this area and that there have been no fires at Bronzefield prison in Q1 or Q2 of this year, in comparison to very high numbers in previous years. This could be in part attributable to the intervention taken by AGC Hartwell with the Prison FSO.

Safety events managed within 14 days –

6 events in Q2 – time delays on completion of event reviews were impacted by annual leave periods of manager during the summer months.

Fitness testing – 6 of 41 personnel in Spelthorne Borough. 3 are on NOD following either injury, operation or pregnancy and their ticket has expired – this will be addressed on their return to operational duty.

1 is on NOD having not met the standard for the fitness test. A further 2 have gone beyond the expiry date and have a fitness test forthcoming.



Quarter 3 – Performance Monitoring

Area to measure performance against	Station Goal (by annum)	YTD Total	RAG Status (based upon YTD forecast against annual Goal)
SAWV completed	335	321	On Target
SAWV declined	Count	9	
% SAWV Completed to vulnerable people	60%	78%	On Target
IPS & OPS	172	89 / 32	On Target
BVPI 142ii: No. of calls to fires attended - Primary Fires	109	91	Not within 10
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	59	49	Not within 10%
BVPI 143ii: Number of injuries (excluding precautionary checks) arising from accidental fires in dwellings = <i>Service level only</i>	Not to exceed 40	1	On Target
BVPI 144: Percentage of accidental dwelling fires confined to room of origin = <i>Service level only</i>	91%	90%	Within 5 %
BVPI 149i: Number of false alarms caused by automatic fire detection	107	65	On Target
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	68	36	On Target
BVPI 207 Number of fires in non-domestic properties	25	8	On Target
BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted = <i>Service level only</i>	Not to exceed 25%	61%	Not within 10%
Avg. Turnout time whole-time = <i>Service level only</i>	00:02:00	77 seconds	On Target
Avg. Turnout time on call = <i>Service level only</i>	00:06:00	N/A	
Number of workplace safety events	10	12	Not within 10%
Number of vehicle collisions due to driver behaviour = <i>Service level only</i>	50	1	On Target
Percentage of safety events where management action has been completed within 14/28 days = <i>Service level only</i>	95%	100%	On Target
Attendance management - shifts lost per person WT	6.5 shifts lost max	3.6	On Target
Station Open Day	1 per station	TBC	
Thematic Audits by station based personnel	142	69 (Tableau 153?)	Not within 10%
Fitness tests completed	95%	92%	Within 5%
Fitness tests passed	95%	92%	Within 5%
3 yearly medicals in date	90%		
Operationally fit 'In ticket' training activity	90%	91%	On Target

Commentary (provided by AGC responsible for station ground to comment on performance in each area)

SAWV – 357 completed for area of Spelthorne – of those 35 by officers from other departments. Total 321 completed by station watches.
Unique Thematic audit + IPS total = 153 on Tableau? On CRM watches done 69 TA's and 89 IPS plus 32 OPS

Of the 48 issued Thematic audits processed this quarter:

Audit status	S10	S19	Totals (of issued 48)
completed	9	21	30
Not on station ground	5	-	5
Unsuitable(domestic dwelling etc)	8	-	8
Demolished/gone	1	2	3
In progress	1	1	2

(Total Thematics issued so far this year 112 – of these 69 were suitable for a Thematic Audit = 77%)

BVPI 142ii: No. of calls to fires attended - Primary Fires and BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings

On the 7th Oct 2018 a sub station power surge caused an overload and affected approx 23 properties. This caused electrical appliances to overload and issue smoke generating a high number of calls , all of which were recorded as primary fires.

Original incident number was 01991-07102018 incident numbers 024149-15122018 to 024168-15122018 are attached to the original incident so actual numbers for Q3 should be 70 and 28 respectively which is on target.

BVPI 144: Percentage of accidental dwelling fires confined to room of origin = *Service level only*

Q3 actually achieved target at 91% but the June / July figures are pulling the YTD average down. When the response and turn out times are looked at they are all within target.

BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted = *Service level only*

This has jumped from 37% in Q2 to 61% in Q3 . The incident mentioned above may have been a factor as it is unclear if smoke alarm information was gathered at the time due to volume of incidents and the fact they had to be entered onto IRS after the fact. The addresses were leafleted and SAWV campaigns were held in the area. Sunbury crew to revisit addresses and check smoke alarm details. If none then offer SAWV , if fitted then amend IRS to reflect this.

Station open day

None planned due to uncertainty over Fordbridge opening date.

Fitness tests completed

3 personnel are out of ticket. 2 are on non operational duties due to LTS 1 remaining has been booked in for a test.

Thematic Audits by station based personnel

This line is unclear as the way it is reported has changed as Thematics and IPS are now combined. When looking at Tableau it shows a unique figure of 153 . Spelthorne has completed 69 Thematic audits

Number of workplace safety events.

Broken down as follows

Electrical fitting in appliance bay.

Vehicle defect x 2

Vehicle collision x 2

Water training x 3

Attack on Staff x 1

All were investigated and closed within appropriate time scales

Operationally fit 'In ticket' training activity 91%

BA 89% 4 out of ticket 1 non ops and remaining 3 booked in

FBT 76% 9 out of ticket with 8 booked in. Most of this is down to courses being cancelled due to lack of instructors

EFAD 100%

IEC 84% 5 out of ticket 1 non ops and 4 need booking

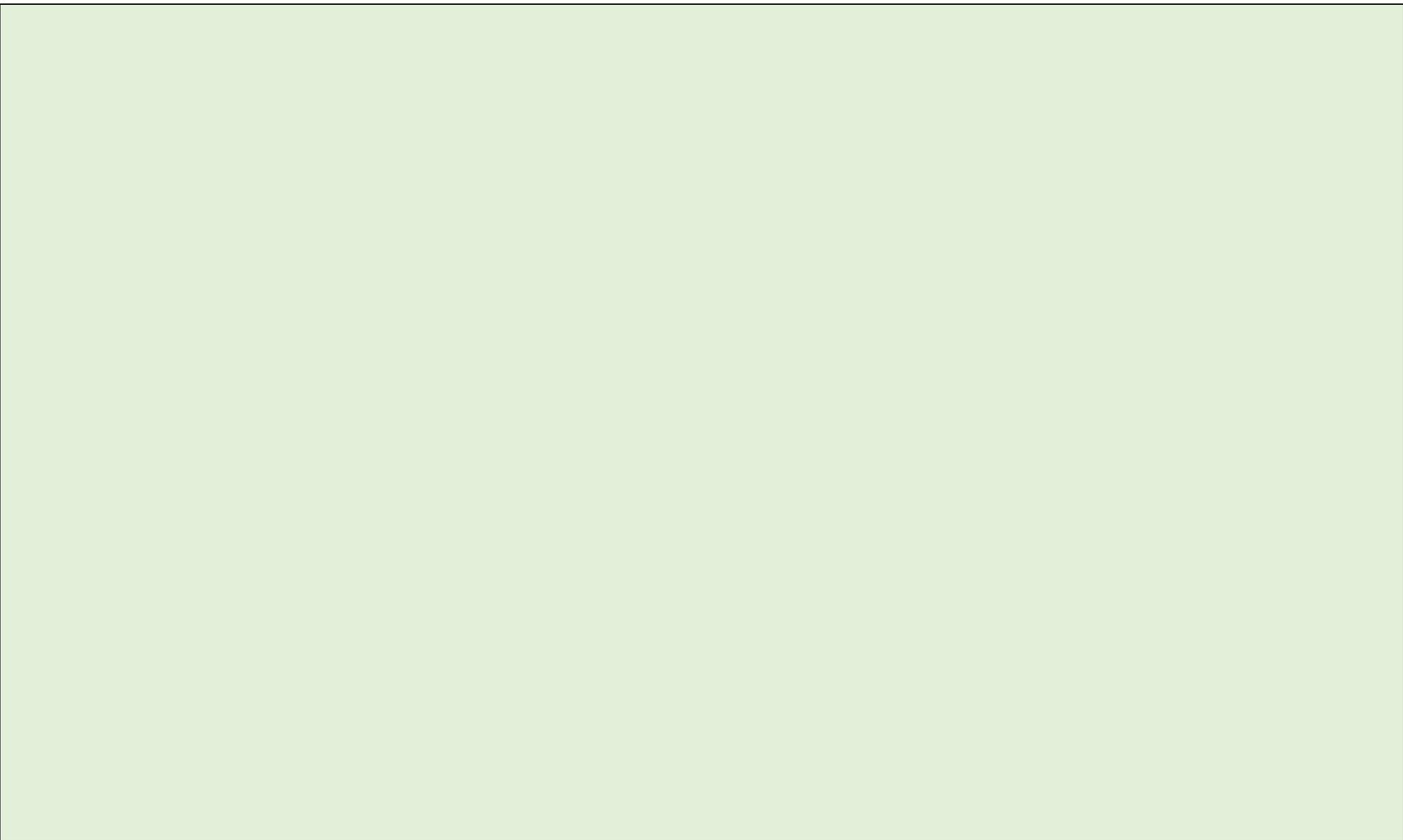
ICS L1 97% 1 out of ticket booked in

RTC 97% 1 out of ticket on non ops

W@H 94% 2 out of ticket 1 booked in

2 x FF currently out of ticket for Fitness test due to LTS

2 x FF out of ticket for Mod 3 swift water rescue – 1 x due to LTS and 1 x failed course.



Quarter 4 – Performance Monitoring

Area to measure performance against	Station Goal (by annum)	YTD Total	RAG Status (based upon YTD forecast against annual Goal)
SAWV completed	335	435	Target exceeded
SAWV declined	Count	10	Not applicable
% SAWV Completed to vulnerable people	60%	79%	Target exceeded
OPS Surveys	48	64	Target met
BVPI 142ii: No. of calls to fires attended - Primary Fires	109	117	Target not met
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	59	62	Target not met
BVPI 143ii: Number of injuries (excluding precautionary checks) arising from accidental fires in dwellings = <i>Service level only</i>	Not to exceed 40	4	Not applicable
BVPI 144: Percentage of accidental dwelling fires confined to room of origin = <i>Service level only</i>	91%	85%	Target not met
BVPI 149i: Number of false alarms caused by automatic fire detection	107	86	Target met
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	68	42	Target met
BVPI 207 Number of fires in non-domestic properties	25	10	Target met
BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted = <i>Service level only</i>	Not to exceed 25%	55%	Not within 10%
Avg. Turnout time whole-time = <i>Service level only</i>	00:02:00	78	Target met
Avg. Turnout time on call = <i>Service level only</i>	00:06:00	6:46	Target not met
Number of workplace safety events	10	13	Not within 10%
Number of vehicle collisions due to driver behaviour = <i>Service level only</i>	50	1	Not applicable
Percentage of safety events where management action has been completed within 14/28 days = <i>Service level only</i>	95%	100%	Target met
Attendance management - shifts lost per person WT	6.5 shifts lost max	4.9	Target met
Station Open Day	1 per station	0	Target not met
Thematic Audits / IPS by station based personnel	98	202	Target met
Fitness tests completed	95%	95%	Target met
Fitness tests passed	95%	92%	Within 5%
3 yearly medicals in date	90%		
Operationally fit 'In ticket' training activity	90%	93%	Target met

(provided by AGC responsible for station ground to comment on performance in each area)

BVPI 142ii: No. of calls to fires attended - Primary Fires and BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings

Although these targets haven't been met this is due to the Electrical substation fire which caused a power surge in 19 homes which showed as primary fires and accidental fires which was highlighted in the Q3 report.

Original incident number was 01991-07102018 incident numbers 024149-15122018 to 024168-15122018 are attached to the original incident so actual numbers for Q4 should be 98 and 43 respectively which is on target.

Thematic Audits by station based personnel

The station achieved 95 Thematic audits for the year. This figure is actually 107 as the Borough commander was away training for most of March and beginning of April so the letters weren't processed in time for end of year reports.

Of the 48 T/A's issued this ¼ ;

36 were completed

1 is closed

3 are out of area (S31)

2 are private dwellings

3 more have been actioned post report date

BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted

This was impacted by the incident in October which has affected the years average.

For this ¼ we attended 13 fires of which 4 had no smoke detection , advice was given and where appropriate detection was put in place. The areas were leafleted offering SAWV.

Fitness tests passed

3 personnel are out of ticket

1 is on non operational duties

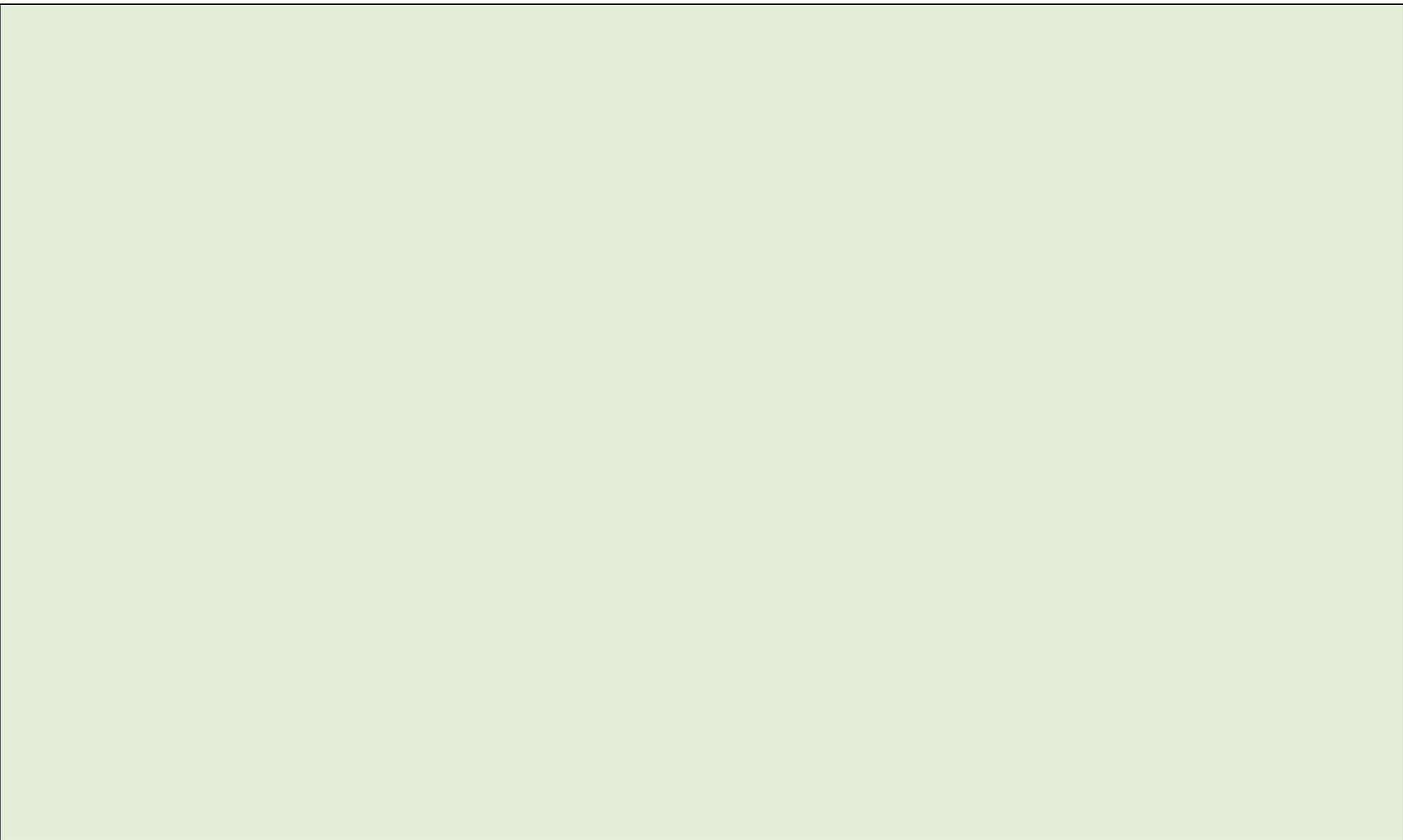
2 have tests booked in.

Station Open Day

No open Day took place due to the delays in opening the new station.

Workplace safety events

Although we missed our target for the year there was only one incident this ¼ which is an improvement on the previous periods



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